Service-Member Arranged Move (SAM)

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SAM BENEFITS

WIN-WIN

Sailors:

- Direct Involvement
- Supports Sailors needs
- Sailor Participates in Carrier Selection
- Intransit Visibility
- Full Replacement Value
- Direct Claims Settlement with Carrier

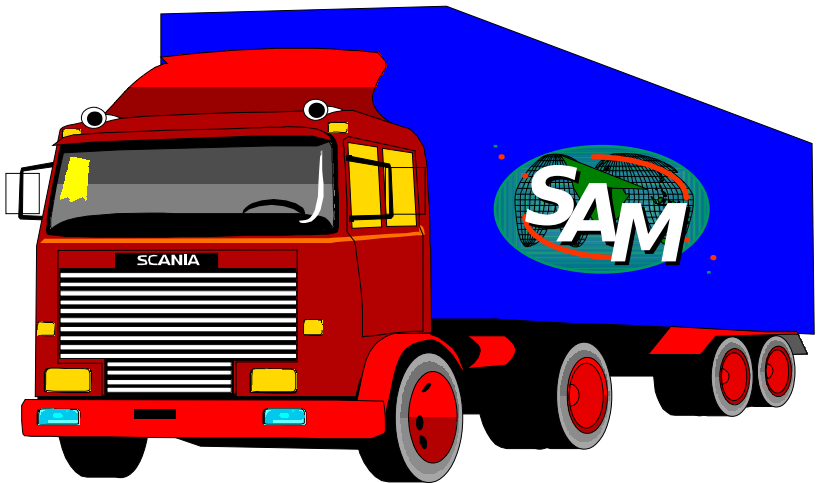
Carriers:

- Commercial Practices
- Quality Service Recognized
- Opportunity to increase Business
- Credit Card Payments
- Quality Controls Claim Exposure
- Pager Supports Direct Delivery

BEST VALUE DETERMINATION

100% Voluntary Participation

- ✔ ***Sailor decides what factors are important***
- ✔ ***Factors (other than price):***
  - ***Quality***
  - ***Service history***
  - ***Reputation***
  - ***Timeliness***
  - ***Availability***
  - ***Facilities***
- ✔ ***Sailor receives listing of all carriers***
- ✔ ***Documents basis for selection***
- ✔ ***Customer Satisfaction Survey***
- ✔ ***Tailored Counseling***



Quality of Life … Service Member Arranged M (SAM)

Concept to Deployment in Ten Months

MRM Goal #6 …
Streamline and simplify member-arranged movement of household goods.

Concept Briefed - Apr 97

Defense Reform Initiative - Nov 97

Implemented Puget Sound (5 destinations) - Jan 98

First Move Completed - Feb 98

Approved Whidbey Island as Origin - M

Expanded FISCs Norfolk, San Diego and SUBASE New London as Origins - Jul 98

"Lessons Learned" Workshop - No

Modified LOA Lifting Restrictions - Fe

Business Practice Change . . .

- ***Member chooses & arranges carrier***
- ***Positive feedback Customer Survey***
- ***Use of commercial tariff procedures***
- ***GSA waiver from 41 CFR §101-41.304-2***
- ***Credit Card to pay shipping charges***

SAM STATISTICS

STATISTICS as of: 26 Feb 99

- ***Eligible Sailors at Origin***

53%

- ***Selected SAM***

23%

- ***Shipments completed:***

115

- ***Shipments in progress:***

51

- ***Storage In Transit***

47%

- ***Direct Deliveries 53%***

- ***Claims Ratio***

1:10

- ***Average Claim***